Frequently Asked Questions:
PCMA software products

1. How can this software save my organization money and improve staff performance/customer service?

Unlike any other product on the market, PCMA/Nexxus Gate CARES and Scan Graphix products utilize bar code scanners to enter information. This makes for very quick and easy data entry. Bar codes are generated and printed directly from the program, again quickly and easily. By using a bar code scanner, staff members and/or teachers are freed from tedious documentation to do what they do best, interact with the citizens they serve, and yet, documentation is completed in an accurate and timely fashion. These software products can assist schools to meet the Response to Intervention requirements of No Child Left Behind or assist service providers for persons with Developmental Disabilities to make state/federal reviews quicker and less painful.

Because the PCMA Program Designer application is a service, it can be used by facilities that do not have an independent IT department, saving money by reducing the staffing needed for the facility. PCMA Program Designer meets many, if not all, of the requirements for showing that active treatment is occuring and provides a format for effective risk management.

2. How does bar code scanning technology work?

Our Scan Graphix and CARES applications use the OPN2001 pocket barcode scanners. These are known as thumb scanners due to their size and shape. The barcode scanners are approximately the size and shape of an adult man's thumb. The scanners' size and shape make them very portable. The scanners hold up to 10,000 scans. Once the scanners are full, the user can download the information and clear the scanner's memory, using a USB connection. The scanner is then ready to gather more information.

Barcodes are a type of font in the computer world. By scanning barcodes (like scanning a product at the grocery store to get a price), users give the computer information about what has occurred. Barcodes are generated and printed through the software application and represent anything the facility or school needs to track, for example, a school could print off barcodes that represent each of their students and a list of desired behaviors. Each teacher could have both lists on a clipboard and use his/her barcode scanner to track positive hallway behaviors or class behaviors.

Barcodes print to regular sheets of paper or to standard address labels, so they can be kept on a clipboard, on a hanging tag, on a door, or any other place that is convenient for staff members.

Staff members use the scanners to report information in the same way shoppers use barcode scanners to set up bridal registries at Wal-Mart or Target, just push the button on the top and run the red light over the desired bar code as behavior occurs.

3. How do the bar code scanners work?

The new scanners we are currently testing recharge by plugging into the computer. Scanners can be kept on keychains or belt hooks for ease of use. The barcodes print to regular paper or address labels. The labels can be transferred to index cards, desks, tables, etc. for handy data keeping. The scanners will scan through thin laminate.

All of the areas tracked can be converted to bar codes. Sleep data is tracked with a single scan by combining the person's name with the asleep/awake/bathroom code, allowing a very detailed picture of the person served's sleeping patterns as well as staff member diligence in tracking the required 15 minute bed checks. All other bar code categories are set up by the facility to maximize individuality for each facility.

4. Is it hard for staff to learn how to use the scanners and bar codes?
Scanners and bar codes are very easy to learn. We have actually trained a 4 year old to do it within a few minutes. Staff members do need to be careful to only hold the button for less than 10 seconds as holding it down longer shuts down the "beep" on the scanner. The scanner notifies the user that the information was recorded by beeping, just like the scanners at the grocery store.

Barcodes print from the "print barcodes" button on the opening screen. Users are given several options of things that can be printed to the barcodes. For behavior documentation, the types of behavior, duration, and severity can be recorded (or just the frequency and person). There is an option to track "session data" (which later reports in a frequency per minute format). Skills acquisition can include the person, skill being trained, duration, and prompt level. Basically anything that should be tracked on the fly can be set into barcodes. Here's an example of the barcode data sheet:
http://www.pcma.com/ng/WebsiteImages/Examples/PDF/exbehavorbarcodes.pdf

5. What products are available and what do they entail?

Scan Graphix:
Tracks demographic information, skills acquisition, challenging behavior, incidents, restraints, dietary information, medical test results, medications, case notes, sleep, lab scores, test scores, session data, student contacts, and restrictive procedures. Information in Scan Graphix is reported and graphed by each individual. Scan Graphix does not show aggregate data. It is generally most appropriate for individual providers and smaller service providers as well as schools. Scan Graphix is the least expensive buying option in most cases. Here are some examples of reports available:
http://www.pcma.com/ng/WebsiteImages/Examples/PDF/BEHWEEKLYFREQWITHPHASE.pdf

http://www.pcma.com/ng/WebsiteImages/Examples/PDF/scatterplotbehaviors.pdf
http://www.pcma.com/ng/WebsiteImages/Examples/PDF/behaviormmonthlyprogress.pdf

There are hundreds of different reports available within the system. The best way to see what Scan Graphix can do is to sign up for a 30 trial and/or schedule a time to see the software via web meeting.

CARES (Clinical and Administrative Risk Evaluation Software):
CARES tracks all of the areas listed above for Scan Graphix, but has much more extensive reporting and graphing capabilities. The CARES system is not only a great system for QMRPs, clinicians, and other staff members. It is a great system for risk managers, administrators, dieticians, and other professionals: doctors, psychiatrists, physical therapists, occupational therapists, …. CARES is most appropriate for larger centers which require more extensive risk management tools.

PCMA Program Designer:
This is a monthly service. It stores and processes information on the PCMA servers, in combination with some processes occurring on the user's computer. By using the Professional Crisis Management Software Solutions servers, users do not need to invest in their own servers. Also server maintenance is cut out as is the need for a facility or school IT department to manage the software (of course centers and schools would still need an IT department for other concerns). It includes:

- assessment based annual planning
- goal and objective libraries (set up by the user)
- the 21 outcomes
- monthly and quarterly reports that compute automatically from data within the system
- staff certification and training with reports and system notifications
- individual and group calendars
- Medical appointment tracking and planning
- Medication tracking (also a medication "encyclopedia" set up and edited by the center to assist staff to understand medications and side effects)
- Facility policy and procedure manuals on the opening page
- Lists of health care professionals and agencies used by the facility
- HIPAA compliant rights and roles securities
- Behavior tracking
- . (We should make a comprehensive list – we never know what feature will be the one that makes the sale.) A demo is available online by going to www.behaviortoolsonline.com (just click on the "demo" tab and click "go" on the left column under the sign in information. That web address will likely change when the name changes.

6. What is a software license and what does it allow me to do?
    A software license allows the user to use a software application. In the case of Scan Graphix and CARES, a license generally refers to one copy of the application set up on one computer and/or set up on a network for a facility or school

7. What does a license cover (one computer, one building, one site, one program)?
    A software license is for one computer. Multiple licenses can be purchased with or without networking to allow computers and users to enter and view information from multiple places.

The CARES system is generally purchased to be used in multiple sites, buildings, and computers. Licenses are specified in the quote and contract for purchase. There are CARES packages that include unlimited licenses at one site or for one facility (this will be changing soon).

8. Does a license have to be renewed? If so, how often?

Once a user has purchased Scan Graphix or CARES, the software is theirs to use. However, if users wish to have continued support and updates after the first year after purchase, they need to purchase a yearly support package.

9. Do you offer support? What does it entail (phone?, e-mail?, visit?, duration limit? Hours it's offered? Will you make modifications?

We do offer support. Most often, support is provided through phone and e-mail. Occasionally, we will request remote access to a computer to resolve issues within the software or your network (this is never required, but can be a very efficient way of providing support).

In general, site visits are not used for support. This is a for fee option that is bid on a per site basis. We do occasionally go to sites to set up the software. This is a part of the CARES pricing structure.

There is no limit to support hours provided, at this time, however, this will be changing. We do what is necessary to set up a working copy of the software on the user's computer. Support is generally offered from 8:00 am to 5:00 pm central time. There are occasions that we cannot answer the phone and we request that our customers leave a message for us to return their calls.

We do, at times, make changes to the software based on customer requests. The changes are most often the result of multiple customer requests for the same modification, or assist our customers to meet vital federal or state mandates. We make no guarantees that modifications will be made, only that they will be considered.

10. What if I have a technical difficulty that you cannot resolve?

Most often, we then offer a return of your fees and disable the software. We may request that you follow up with your computer or network support person or provider to assure that the issue is with the software and not the computer or network.

11. How much training will we need? What do we do if we need more than 2 hours of training? Can more be purchased?

Training needs depend upon the facility, how many users are planned, and what role those users will play. In general, we recommend that each facility have a "go to" person who is the administrator of the program. We provide training for this person and other key personnel, who then train the rest of the staff in how to use the system. In most cases, general staff members need only to be trained to scan barcodes with supervisors, teachers, QMRP's or others downloading information and running reports.

The administrator of the system receives some incidental training when the system is being set up on the computer. Two hours of training is generally sufficient to allow the person some proficiency in the application.

Further training is available for purchase, including training in situ. Again, this is a for fee service with fees per facility. Web conference training is also available as a for fee service.

12. What is Networking Assistance and how is it different from support?

A computer network is a system that allows different users to share information that is pulled from a central database. Networking is the act of utilizing hardware and software to hook computers together. Networking assistance is much more complex than standard support. Each network is unique, so networking assistance needs to be provided by a computer expert. Our computer expert has experience in working with most types of networks and has a successful history of setting up working networks within our applications.

13. What is aggregate data and why is it important to collect it?

Aggregate data is data on groups, like an individual house or classroom. An example of aggregate data would be the number of restraint episodes within an entire school for one year (one of the new requirements in the new federal legislation for schools). Aggregate data is important for seeing overall trends within a facility or school and managing the risks within a facility. By using the CARES system, facilities can look at where challenging behaviors are occurring, where and when restraints are being used, where and when falls are occurring, and other incidents that are important in groups (such as MRSA infections in a hospital).

14. How much do the different applications cost (these costs are estimates and may change without notice. Please discuss pricing for your individual needs with a PCMA salesperson)?

Scan Graphix

Pricing:	Each
Scanner	$210.00
Scan Graphix (single license)	$350.00
Scan Graphix + 2 phone support/training/setup	$500.00
Scan Graphix license + 1 scanner	$560.00
Scan Graphix + 5 scanners	$1,400.00
5 Scan Graphix Licenses + 20 scanners	$5950.00
5 Scan Graphix Licenses +20 scanners, and 2 call for training or setup by phone or remote desktop	$6050.00

C.A.R.E.S:

CARES is priced by quote. Each different facility has different needs, we provide a quote individualized for each facility. In general, CARES is priced higher than the Scan Graphix application and is most appropriate for larger facilities or facilities looking for risk management solutions. CARES also comes with more support options and individualized implementation procedures. One option would be on-site set up and training with our professional staff members. This is a for fee option that is a part of the quote and purchase agreement. Fees for this service vary widely depending on the location of the facility, type of network, and training hours required. Another option is web conferencing set-up and training. Fees are generally lower for this service than on-site set up and training. Fees for this service depend on the number of computers, type of network, availability of IT personnel at the purchasing facility or school, and the number of hours contracted for training. Support for programming or application errors for the first year is a part of the original purchase price which also includes updates and upgrades for the first year. Support for subsequent years is purchased. Organizations with more than 10 computers are provided with an individualized quote for additional years support and updates.

PCMA Program Designer:

The PCMA Program Designer is priced based on the number of individuals tracked in the application. This is a monthly service with monthly service fees. Prices range from $50 per month for 10 or fewer persons up to $500 per month per facility, for up to 500 persons or service site, depending on the size of the facility. This application can also be big for multiple locations, including large service providers and, even, entire states.

15. How can I make these applications work for my facility? How can I individualize them for my facility?

Scan Graphix, CARES, and PCMA Program Designer all have areas where facilities set up their own system variables. These facility variables include restraints, behaviors, incidents, goals, objectives, dietary information, almost every area tracked has variables associated which the faciltiy sets up in the adminstration area.

This set up means that these applications may take extra time to set up for your facility. This time is well spent when one considers that set up yields results specific for your facility or school. This information will yield better decisions and better services for your citizens and students.

16. Why is PCMA starting software sales?
PCMA recently aquired Nexxus Gate, a software company that specialized in human services software. The leadership of both companies felt that this partnership furthered the field of human services. Both companies realize that,

although many areas of value in human services cannot be measured, there are as many areas that can be measured: progress in learning goals, reductions in behaviors that segregate citizens, reductions in necessary and appropriate restrictive procedures , and other areas that can be quantified and measured. To measure all of these variables efficiently, computers are required. Nexxus Gate software products fit the bill for PCMA customers because of the ease of data entry and the emphasis on inter disciplinary planning.

17. What about support? Is there a fee?
All products include the first year of support and automatic updates. After the first year, there is a fee per license.

18. How do I get support services?
Service calls are organized and scheduled through the PCMA main office. This assures that all calls are answered in a timely fashion and by priority. The professional and courteous staff at PCMA will schedule a time for our programmer or a support staff member to return you call and address any issues. PCMA staff will also assist customers to assure that they are set up in a current support contract and will assist in setting up the contracts with customers.

19. How do these programs save organizations money?
Our computer programs save organizations money by reducing staff time needed to enter information into a computer program or database manually. The programs also save money by eliminating the need for labor intensive manual production of graphs and reports. Information, graphs, and reports are literally a mouse click away. Scanners are a very efficient data entry tool with each piece of information taking less than 10 seconds to record (compare that to hand writing incident reports or behavior documentation). Our computer applications allow schools and facilities to look at where more resources may be needed and where resources can be reduced.

20. Our programs assist facilities and schools to meet federal and state guidelines and provide needed documentation to prove that guidelines are being met.

Medicaid requires that facilities provide "continuous active treatment" to meet funding standards. Our programs show that training is taking place and interventions are taking place throughout a citizen's day. The programs can also show that interventions are in place to assure the health, safety, and well being of citizens. These programs also allow managers to have a much clearer "real time" picture of what is happening in the facility or school. Also, regulators want to see data on challenging behavior and restraints, our programs show this information at the click of a mouse. By tracking goals and objectives, centers can show that services are being rendered per their contracts with state and federal governments.

Because the systems track medications, behaviors, and incidents, data within the system can be used to reach the lowest effective dosage of medication. Documentation within the system clearly shows effects of medications on behavior and learning, meeting those basic requirements in the least effective dosage of medication regulations.

Data tracked can be used by schools to show Response to Intervention as described in the No Child Left Behind legislation. Because the software allows easy entry of phase and event lines, schools can use the aggregate data functionality to look at the effects on classes after teaching reviews and modifications to classroom teaching styles.

Are there any other costs associated with using these?
There are no other associated costs with the programs. Scanners can become damaged like any other computerized equipment and so may need to be replaced at a later date at the customer's expense. Our software can use a SQL server, Access, or a MySQL server to hold data. MySQL is included in the price of the software if a purchaser does not have an existing server program.

For CARES and Scan Graphix, a 30 day free, no obligation trial is available as well as web presentations.